



October 13, 2011

**WSCJTC
19010 1st Ave S, Burien, WA
0800-1600
\$99 per attendee
Limited Space
Register TODAY!**



Customer service affects all aspects of an organization. Each employee is vital and has the ability to impact customer relations.

WHO will Benefit...

Everyone who interacts with customers, especially:

- ♦ Receptionists
- ♦ Customer Service Representatives
- ♦ Administrative/Secretarial Staff
- ♦ Technical Support Staff
- ♦ Supervisors and Managers

To Register send email to:

Sacheie Coaxum
Advanced Training Division
scoaxum@cjtc.state.wa.us
Questions? Call 206-835-7340

Key Learning Points...



- ♦ Remain calm in the most demanding situations.
- ♦ Transform complaints into valuable customer feedback.
- ♦ Say “no” and be firm without antagonism.
- ♦ Conquer the frustrations of customer contact.
- ♦ Win over angry and abusive customers.
- ♦ Reduce the stress and turnover that affects customer service personnel.
- ♦ Achieve company goals and keep customer goodwill.
- ♦ Become a master in the art of listening.
- ♦ Understand customers who communicate poorly.
- ♦ Be successful with the most difficult-to-deal-with people.
- ♦ Stay calm and keep even the most volatile customers from losing control.
- ♦ Gain the customer’s support for unpopular policies and much, much more!